



JOB DESCRIPTION

CLASSIFICATION: TRANSIT OPERATOR

JOB TITLE: TRANSIT OPERATOR

REFERENCE NO: 67220

DIVISION: PUBLIC SERVICES

DEPARTMENT: COMMUNITY DEVELOPMENT

APPROVAL DATES: BY:  DATE: Dec 1, 2021
MANAGING DIRECTOR - PUBLIC SERVICES

BY:  DATE: December 1, 2021
CHIEF HUMAN RESOURCES OFFICER

GENERAL DESCRIPTION:

This position is responsible for providing transportation services to customers in a mature, professional and reliable manner. Transit Operators are required to safely operate a variety of transit vehicles demonstrating courtesy and respect toward other road users, adhere to published transit schedules and enforce policies and guidelines as required.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to the Superintendent - Transit Operations.
- Takes day-to-day operational direction from Lead Hand(s).
- External relationships are maintained with the public and stakeholder groups.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Provide a high level of customer service with maturity and professionalism to meet or exceed the expectations of our customers.
- Operate a variety of transit vehicles in a safe, courteous, reliable manner with adherence to all applicable traffic laws.
- Assists special needs customers with boarding and exiting the bus as required. This includes securing of mobility devices if required.
- Effectively communicate transit system information to customers.
- Collect transit fares and tickets, validate and inspect passes, issue transfers and enforce related policies and guidelines.
- Continually inspect transit vehicles both prior to and during operation for any damage or required repairs and report the same to the appropriate Superintendent or Maintenance staff.
- Report all accidents involving Transit vehicles to City Police, Lead Hand and Superintendent Transit Operations.
- Complete and submit all required forms and reports in a timely manner.
- Attend and participate in staff meetings, in-services and training as required.
- Performs all other related duties as may be requested by an immediate supervisor or designate.

REQUIRED COMPETENCIES:

- Possess a high level of customer service skills.
- Excellent, proven interpersonal and organizational skills.
- Working knowledge of computers and ability to use various City software and technologies related to duties and responsibilities.

- Knowledge and understanding of City policies and processes; Alberta Occupational Health and Safety legislation; and the City's Health, Safety and Environmental Management system and policies.
- Ability to work independently and as a member of the Transit team.
- Ability to work a variety of shifts.
- Ability to multi-task and work effectively in stressful situations.
- Ability to work in a variety of weather conditions.
- Ability to perform physical demands of job including sitting for long periods of time and those related to transporting persons with disabilities.
- Ability to communicate effectively in both oral and written form.
- Ability to recognize mechanical defects on transit vehicles.
- Ability to work as an effective team member and contribute to positive work relations in a constructive culture environment.
- Demonstrated ability to use a systematic approach and independent judgement to make sound decisions.
- Committed to promoting a safe working environment for self and others.

REQUIRED QUALIFICATIONS:

- Successful completion of Grade 12 or high school equivalency diploma.
- Possess a valid Alberta Class 2 Driver's license with air brake endorsement and an acceptable driving record.
- Possess a current Standard First Aid Certificate and CPR certificate or willingness and ability to obtain.
- Experience working with persons with disabilities would be an asset.
- Previous experience safely operating large vehicles would be an asset.



JOB DESCRIPTION

CLASSIFICATION: SERVICE WORKER

JOB TITLE: SERVICE WORKER

REFERENCE NO: 67210

DIVISION: PUBLIC SERVICES

DEPARTMENT: COMMUNITY DEVELOPMENT

APPROVAL DATES: BY:


MANAGING DIRECTOR – PUBLIC SERVICES

DATE: February 16, 2022

BY:


CHIEF HUMAN RESOURCES OFFICER

DATE: December 7, 2021

GENERAL DESCRIPTION:

This is an entry level unionized position required to perform manual labour, service work on buses, and provide temporary back up for Transit Operators with the City of Medicine Hat Transit System.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to the Superintendent - Transit Operations.
- Takes day-to-day operational direction from Lead Hand(s) and Superintendent - Transit Operations.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Replaces Transit buses with mechanical problems and reports the condition to Fleet services staff.
- Performs minor mechanical repairs on buses.
- Provides routine maintenance to bus shelters, terminals and bus stops including signage.
- Changes advertising on buses and shelters.
- Snow removal.
- Maintains fluid levels for vehicles.
- Cleans buses (inside and out).
- Prepares buses for daily start up.
- Provides back up for Transit Operators.
- Attends and participates in staff meetings, in-services and training as required.
- Performs all other related duties as may be requested by an immediate supervisor or designate.

REQUIRED COMPETENCIES:

- Knowledge of and ability to use standard hand tools.
- Working knowledge of computers and ability to use various City software and technologies related to duties and responsibilities.
- Ability to maintain effective and friendly working relationships with fellow employees and the general public.
- Ability to lift and move heavy objects and perform heavy physical work under varying weather conditions.
- Knowledge and understanding of City policies and processes; Alberta Occupational Health and Safety legislation; and the City's Health, Safety and Environmental Management system and

- policies applicable to the Transit and fleet operations.
- General mechanical knowledge (diesel engines, air brakes, transmissions, brakes, etc.).
- Committed to promoting a safe working environment for self and others.

REQUIRED QUALIFICATIONS:

- Successful completion of Grade 12 or high school equivalency diploma.
- A minimum of three (3) month's working experience in vehicle and building maintenance.
- Possess a valid Alberta Class 2 Driver's License with airbrake endorsement with acceptable driving record.
- Possess a current Workplace Hazardous Materials Information System (WHMIS) certificate, Standard First Aid Certificate and CPR certificate or willingness and ability to obtain.
- Previous experience safely operating large vehicles would be an asset.
- An equivalent combination of management approved training and experience may be considered.

October 8, 2021